

**Cable Office Report
CCAC Meeting – June 25, 2008**

General/Administrative

- Cable Administrator Vacancy - No Change
- Budget, Procurement & Contracts: Wrapping up FY08, ramping up for FY09 and are finalizing all contracts, amendments and purchase orders to ensure no break in contractual services.
- We are having the Cable Consumer Rights Brochure printed. The brochure will be distributed at the County's booth at the Fair and through PIOs distribution network.
- The local NATOA Chapter, CAPATOA, has reserved a booth at the MACO (Maryland Association of Counties) conference in August and will distribute information on the digital transition. A representative from FCC will be at the booth.

Council

- MFP Work Session – 6/30/08 2:00pm in the 7th Floor Council Hearing Room.
 - Agenda will include the quarterly review of the cable operators and follow-up discussion on issues raised during the budget review process:
 - Quarterly Review - Comcast, RCN, and Verizon Customer Service
 - Discussion - Cable fund balance policy
 - TBD - Discussion - PEG Network review
 - TBD - Discussion - Cable Office staffing
 - TBD - Discussion – Engineering services (contractual)
 - Discussion - MCT Bylaws – Removed from agenda to be rescheduled
 - Council packet should be available late Thursday
- Legislative Analyst assignment is changing. After the 6/30 session Susan John will no longer be handling cable related matters. Cable to be assigned to Dr. Costis Torgas.

Customer Service Reports for 1st Quarter 2008

- Margie Williams will attend the CCAC meeting and provide overview

Comcast

- County staff has been meeting with Comcast over the past few months to discuss reporting and compliance.
- Testing: Winter Proof Tests were performed February 10-12, 2008. Comcast met FCC performance standards at all sites except the Virginia Pines Terrace test point. The 1st quarter monitor tests found only one location where the signal level was below the FCC minimum standard. This problem has been reported to Comcast.
- Inspections: Our inspectors reported 2,406 violations during the first quarter. This is approximately 25% less than reported the previous quarter. Currently there are 4,514 outstanding violations. Per the terms of the franchise, Comcast is required to repair violations within 30 days of notification. Comcast's compliance with this requirement has steadily declined over the past year. Only 56% of the violations reported in 2007 were corrected within 30 days.
- Re-inspections: The re-inspections conducted this period found that 17% of the third quarter 2007 violations reported as fixed had not been repaired. Since the re-inspections are above the accepted 10% margin of error, a penalty will be assessed.

Verizon

- **Activations:** In May, the Silver Spring area was activated allowing consumers to take advantage of the bundled package that includes phone, internet & cable in that area.
- **City of Rockville:** The Mayor and Council of Rockville approved the FTTP project on June 9th paving the way for a cable TV franchise by late summer.
- **Testing:** From February 16th to February 26th, Verizon performed Winter Proof Tests on its cable system. Verizon agreed to establish six test points in Montgomery County where CTC engineers could observe FCC proof tests of the Verizon system. At the time of the testing in February, only one site could be used to take measurements at 2:00 a.m. when Verizon prefers to conduct their tests. Verizon is switching to an all digital system in July and that system allows for daytime testing. The tests conducted in August should be able to be performed at all six sites. All test points met FCC minimum technical performance standards. The tests performed in Verizon's headend were performed by a County engineer. The test met FCC minimum technical performance standards. Monitor tests were performed by CTC engineers and County staff at four points on the system: the headend, Fire Station #30, and at two County employee's residences located in Clarksburg and Kensington. Based on those results all measurements met the minimum FCC performance standards.
- **Inspections:** There were no violations cited for Verizon during the first quarter. This is due in fact to our inspectors working in areas with no FiOS plant.
- **Re-Inspections:** All fourth quarter violations have been properly repaired.

RCN

- **Franchise & PEG Fees:** After analysis by the County's outside financial consultants it was determined that fees were incorrectly reflected on the subscriber bills. As of the June billing cycle, RCN was to make the necessary changes to correctly reflect the fees on the subscriber bills. This change does not increase the amount customers are billed, it corrects the way the fees are reported on the bills.
- **Testing:** The Winter Proof Tests were performed by RCN staff on February 25 and 26, 2008. Based on review of the measurements recorded, all test points met FCC minimum technical performance standards. The 1st quarter monitor tests met FCC minimum technical performance standards.
- **Inspections:** During the first quarter our inspectors reported 98 violations to RCN for repair. During the first quarter, RCN did not report repair of any violations from either the current period or prior periods.
- **Re-Inspections:** During the first quarter, CTC re-inspected 1,269 violations from 2006 that RCN recently reported as corrected. The re-inspections conducted this period found that 9% had not been corrected as reported.

CCM

- New Panasonic P2 Cameras and related equipment has been delivered. This is the first step in CCM's use of digital media.
- New MAC operating systems have been delivered for installation. Systems will be used for graphics
- COB 3rd floor renovation project started – expected completion December 31, 2008
- Designing file server storage and SOP for channel

PEG Network

- PEG Network Staff Training Day – Wednesday, June 25, 2008, Marriott Bethesda North Hotel & Conference Center, 8:30am – 4pm. Registered: 76 attendees (staff and managers). Session topics:
 - “What’s Hot on the Web”
 - “NAB Recap – New Trends and Equipment”
 - “How to Produce Programs in Lean Economic Times”
 - “Producing Creative Station Promos and Programs”
 - “Podcasting to the Public”
 - “Quality Customer Service”
- PEG Manager’s Retreat was held Wednesday, June 4, 2008, Glenview Mansion, Rockville. At the annual retreat, the manager’s focused on answering the following questions:
 1. What should the PEG Network look like?
 2. As a Collaborative group, how are responsibilities and accountabilities to be distributed?
What should be the roles and responsibilities of the members?
 3. What should be the REQUIRED level of commitment?
 4. Council has REQUIRED us to create an oversight proposal for the PEG. Management is mandated by Council, but can a collaborative Governance Model be created to share the leadership and ultimately generate higher levels of visibility and participation?
 5. Joint input and deliverables is essential to a PEG model. How can formalized deliverables be established and monitored and how can we convey the ownership of such to Council to ensure that PEG contributions are collaborative and there is evidence of input from all groups?
 6. What AUTHORITY should our parent organizations have to mandate participation?
 7. What is the FUTURE of the organization?

COMCAST

Category of Service	4th qtr 2007	Jan	Feb	Mar	1st qtr 2008
Percentage of calls answered in 30 seconds by the IVR (90% required by franchise agreement)	96.00%	92.00%	91.00%	99.00%	94.00%
Percentage of calls answered in 30 seconds by a live rep (90% required by franchise agreement)	77.33%	72.00%	90.00%	85.00%	82.33%
Percentage of repairs performed within 24 hours(95% required by franchise agreement)	89.37%	95.80%	97.70%	97.93%	97.14%
Percentage of installs performed in 7 days(95% required by franchise agreement)	92.29%	95.77%	96.15%	96.34%	96.09%

RCN

Category of Service	4th qtr 2007	Jan	Feb	Mar	1st qtr 2008
Percentage of calls answered in 30 seconds (90% required by franchise agreement)	86.33%	93.00%	92.00%	90.00%	91.67%
Percentage of calls receiving a CAE connection within 60 seconds (90% required by franchise agreement)	86.33%	97.00%	96.00%	94.00%	95.67%
Percentage of repairs performed within 24 hours(95% required by franchise agreement)	89.33%	100.00%	95.00%	100.00%	98.33%
Percentage of installs performed in 7 days(95% required by franchise agreement)	100.00%	100.00%	100.00%	100.00%	100.00%

VERIZON

Category of Service	4th qtr 2007	Jan	Feb	Mar	1st qtr 2008
Percentage of calls answered in 30 seconds (90% required by franchise agreement)	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of calls receiving a CAE connection within 60 seconds (90% required by franchise agreement)	91.03%	67.12%	96.93%	97.96%	87.34%
Percentage of repairs performed within 24 hours(95% required by franchise agreement)	98.48%	96.84%	97.70%	93.39%	95.98%
Percentage of installs performed in 7 days(95% required by franchise agreement)	91.44%	65.16%	72.54%	57.53%	65.08%

In the 1st quarter of 2008, Verizon began reporting Montgomery County specific compliance statistics. Prior to that we received Regional numbers only.

